

FIG. 1

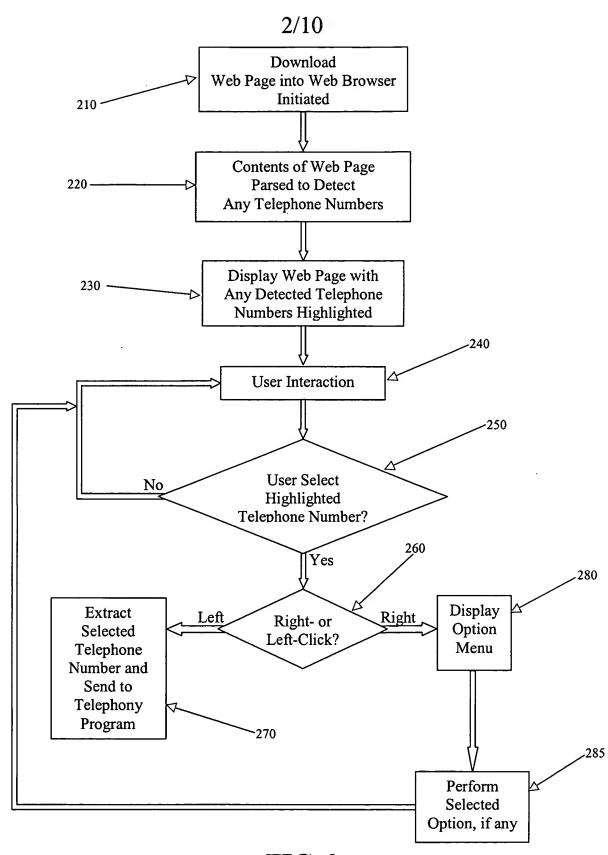


FIG. 2

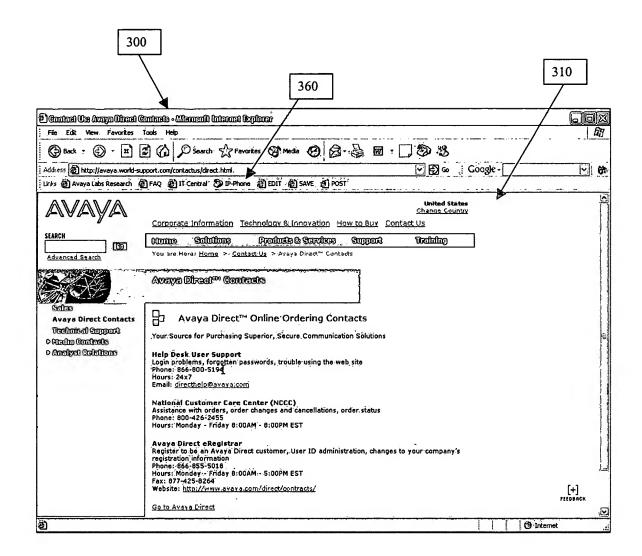


FIG. 3A

Web Page with Web-Dial Turned Off, i.e. No Highlighted Telephone Numbers

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| Units Avaya Labs Research FAQ BIT, Central POST. DIP-Phone EDIT, ESAVE    Contact Us > Avaya Direct** Contacts   |        |
| Avaya Direct <sup>on</sup> Contacts Sales  | ,      |
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| National Customer Care Center (NCCC) Assistance with orders, order changes and cancellation Phone: (800–426-2455) Hours: Monday - Friday 8:00AM - 8:00PM EST   |        |
| Avaya: Direct eRegistrar  Register to be an Avaya Direct customer; User ID administration; changes to your company's registration information Phone: 866-855-5013 Hours: Monday :: Friday 8:00AM   StoppM.EST Fax: 877-425-8264 Website: http://www.avaya.com/direct/contracts/  [+] |        |
| 314 Go to Avaya Direct  Solnternet   | ck<br> |

FIG. 3B Web Page with Highlighted Telephone Numbers

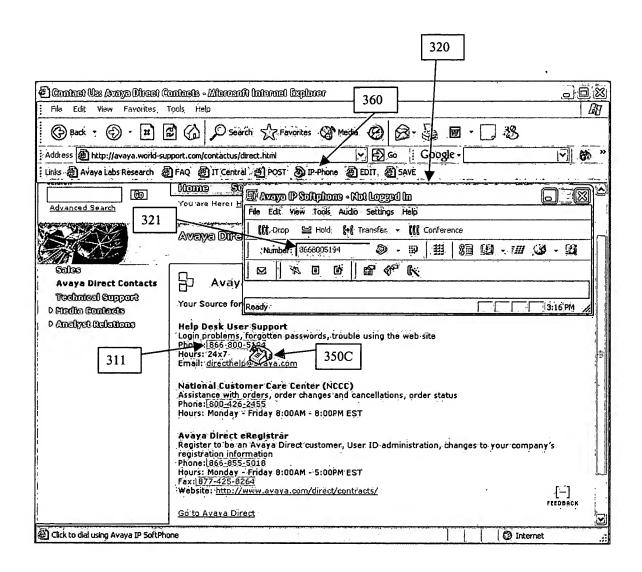


FIG. 3C

Web Page where User has Selected a Highlighted Telephone Number with a Left-Click

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| Advanced Search  | You are Here: Home > Contact Us > Avaya Direct™ Contacts   |               |
|  | Avaya Direction (+91) Dial External (+1) Dial Out State Disconnect   | un.           |
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| O Analyst Relations  | Help Desk User Su Information Ing: the web site Phone: 865-800-5194 Hours: 24x7 Email: directhelp@avar.com  350C  National Customer Care Center (NCCC). Assistance with orders, order changes and cancellations, order status Phone: 800-426-2455 Hours: Monday - Friday 8:00AM - 8:00PM EST  Avaya Direct eRegistrar Register to be an Avaya Direct customer, User ID administration, changes to your company, a registration information Phone: 866-855-5018 | [—]<br>!DBACK |
| (Click to dial using Avaya IP SoftPh                                     | ióné · Ø Internet ·  |               |

FIG. 3D

Web Page where User has Selected a Highlighted Telephone Number with a Right-Click

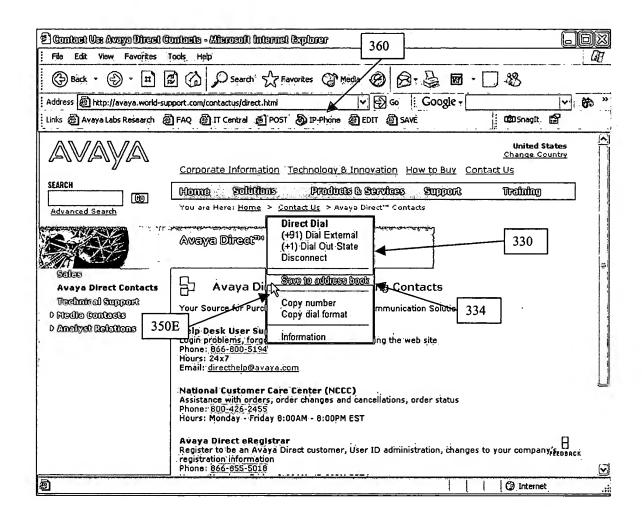


FIG. 3E

Web Page where User is Selected a an Option in the Menu which Popped Up from a Right-Click

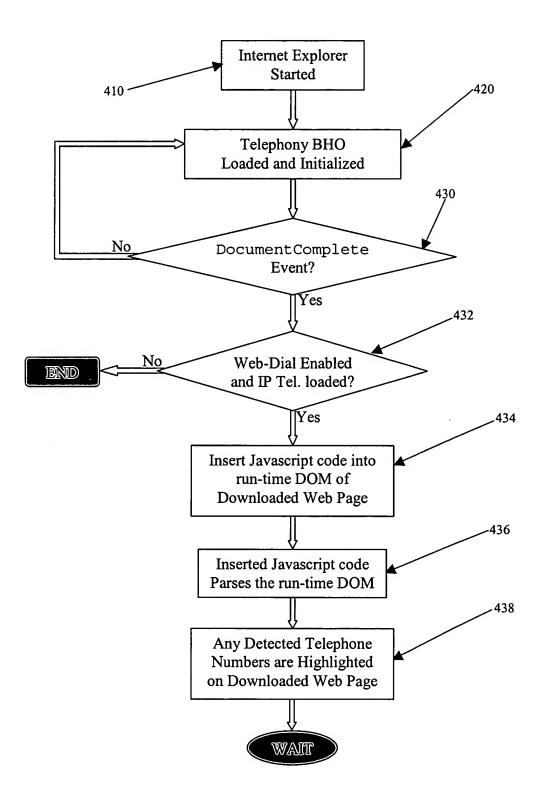


FIG. 4A

